



# **Enterprise Service Desk (ESD) “Order Services” for Approvers**



- **Course Objectives**
- **Lesson: Approving Requests for Services**
  - What is ESRS?
  - What is Changing?
  - Becoming An Approver
  - Approval Process
  - Purchase Card Orders: “Pay with P-Card?”
  - Viewing Completed Approvals
  - New Feature: Tech Refresh / Early Tech Refresh
  - Changes to Services in the Catalog
  - Service Validation and Satisfaction Surveys
  - Misc. Tips and Tricks
  - Glossary
  - Additional Learning Resources



## Course Objectives

- By the end of this presentation, a NASA employee or contractor will understand:
  - The purpose, scope, and goals of the Enterprise Service Request System (ESRS); and
  - The processes for approving requests for services / products.



## Lesson: Approving Requests for Services

**ESD Enterprise Service Desk**

Welcome, Lori Hatten [log out]

ESD Contact Information  
Phone: 1-877-677-2123  
Email: nasa-esd@mail.nasa.gov

Approval  Search

**Home**

**Self-Help Search**

**My Tickets**

**Order Services**

**My Notifications**

**ESD Metrics**

**CI Audits**

**Desktop**

- . Access (35)
- . Backup (1)
- . General (155)
- . Hardware (103)

**Application**

- . Access (88)
- . General (2156)
- . Software Failure (295)
- . Vpn/Rsa Securid Token (18)

**Network**

- . Degradation (18)
- . Error Code (1)
- . Failure (42)
- . Outage (14)

**My Tickets**

**Password Resets**

**Tweets**

NASA ESD @NASA\_ESD 1h

ESD operations are back to normal.

**\*\*\*NSSC TEST INSTANCE\*\*\***

Welcome: Paul Rydeen

Service Catalog

- ACES Product Catalog (APC)**  
Review and purchase from the ACES product catalog, includes the management of product returns and price match requests.
- Agency OCIO Services**  
Used for internal Agency CIO functions.
- Collaboration Services**  
Request new services related to collaboration tools such as Instant Meeting, VITS and WebEx.
- Computing Seat Services**  
Request a new computing seat or modifications to an existing computing seat, this includes requests for loaner computers, software and hardware.
- Desk Telephone Services**  
Request or modify desk telephone services.
- Miscellaneous Services**  
Request other services not covered by other menu options.
- Mobile Device Services**  
Mobile Device Services
- Moves**  
Request a service asset move such as a computer, telephone, network connection. Includes bundled move requests to address a user move.
- My Services**  
Refresh or modify your existing services.
- Networking Services**  
Request new services or modifications to existing networking services such as firewall updates, domain names and IP addresses.



## What is ESRS?

- The **Enterprise Service Request System** (ESRS) is an ordering system for I3P and non-I3P services.
- NASA's Service Owners and Service providers maintain the ESRS.
- NASA End Users access the **ESRS** by navigating to the **Enterprise Service Desk** (ESD) Tier 0 web site and clicking "Order Services".
- The system allows an End User to select a service from the predefined catalog, provide necessary information to complete an order, and submit the order for approval. **ESRS** functions much like many popular industry Web sites that allow a Web User to use a shopping cart to complete a purchase. E-mails confirm the request was received.
- The **ESRS** grants employees with a NASA user ID the ability to place an order for a service or product On Behalf Of a colleague.
- The **ESRS** is managed by the NASA Share Services Center as a service of the **ESD**.
- **ESRS** training for end users who submit requests is covered in the "Order Services for End Users" course.

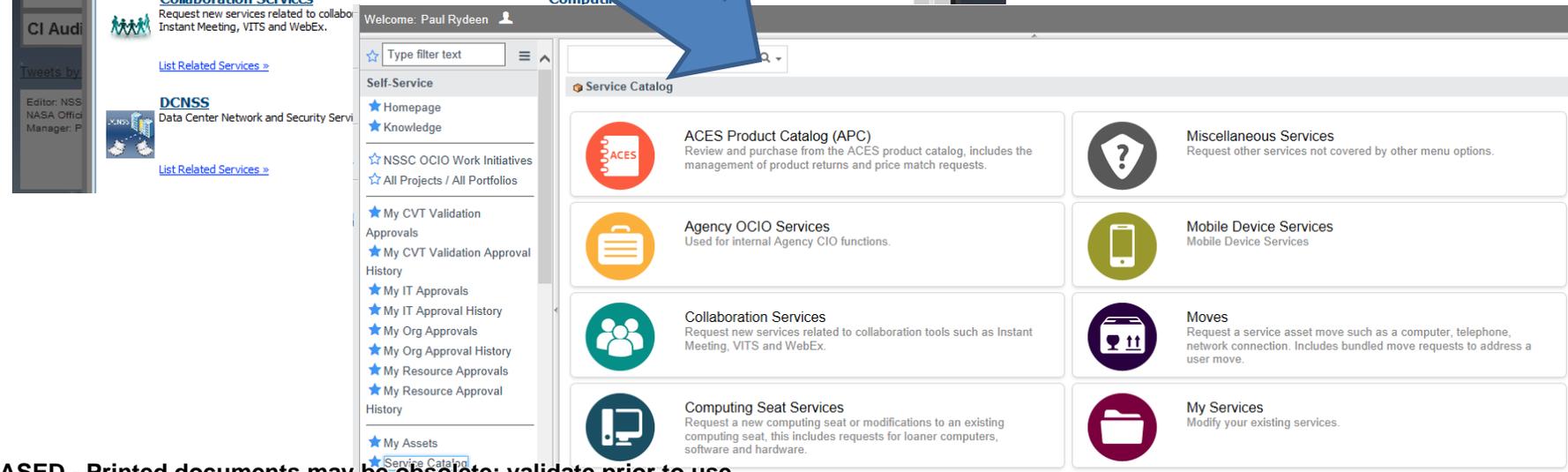
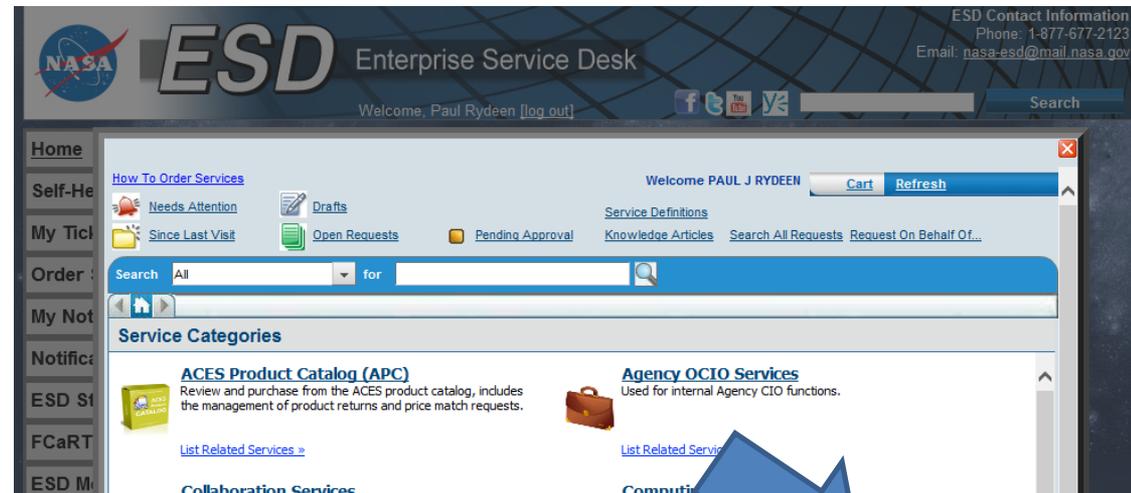


## What is Changing?

- Beginning May 28, the ESRS will go offline at 8:00 p.m. CDT.
- All open approved ACES Service Requests (SRs) will be migrated to ServiceNow; and all open, approved SRs with NICs will continue to work in the NICS ticketing system (NITSM.)
- All other SRs in Remedy will remain in Remedy, with no further action to be taken by ESD or the I3P vendors.
- Note: Users may reenter SRs into ServiceNow manually if they still need them to move forward. This might be the case for SRs in draft, cart, or waiting approval statuses.
- The ESD Service Office will be providing a list of open SRs to the ESD SME at each Center so users and approvers may be made aware which SRs are affected.
- Go-live of the new ESRS is scheduled for June 1.
- NASA users may access legacy SR data in two ways.
  - For the short term, Analytics will remain on-line and will be accessible via Tier 0 for provisioned NASA users. Users who do not have access to Analytics may request it in NAMS.
  - For the long term, legacy data will reside in TechDoc and will be accessible via the NSSC Customer Portal to all NASA users. More details on the TechDoc solution will be provided prior to implementation.
- On Monday June 1, all NASA users will be able to login to the new ESRS environment, accessed via ESD Tier 0.



## • ESRS: Old vs. New





## Becoming an Approver

In order to gain permissions to approve Service Requests, approvers must submit a NAMS request. Here are the steps:

- Request the role in the NASA Account Management System (NAMS)
- Apply for the NAMS Role for I3P Service Provider at <https://nams.nasa.gov/>.

Navigate to <https://epss.nasa.gov/gm/folder-1.11.469794?originalContext=1.11.8482> for detailed instruction on applying for a NAMS role.

- Search NAMS for **Enterprise Service Desk**
- Select Enterprise Service Desk / Enterprise Service Request System (ESD/ESRS)
- Select the appropriate Approver Role as directed by your Center SME
- Complete the request as directed by your Center SME
- Submit request

Once the role has been granted, the approver will have access to approve service requests on ESD Tier 0 Website: <https://esd.nasa.gov>



## Approval Process

- The approval process for a Service catalog item is predefined by the Service Owner (End User Service Office [EUSO], Communications Service Office [CSO], etc.).
- All approvals must be completed prior to fulfillment by the vendor.
- Approvers will receive an e-mail from the system notifying them of the pending request. **The emails have been updated to replace REQ numbers with RITMs, to match the new system.**
- The ESRS requires up to three approvals for each request:
  - The first will be from an individual designated for approving orders from your Organization (Org Code). This is the Organizational Approver and is typically your supervisor or other manager.
  - As part of their approval, your Organizational Approver chooses an IT Approver and/or a Resource Approver (if required).
  - The IT Approver ensures your request is in line with Center IT objectives. The Resource Approver ensures funding is available for the transaction.
- If an approver is unavailable to approve a request in ESRS, other approvers within the defined queue have the capability to make the approval.



## Org Approver Process

- Approvers will receive a system email when a new request is ready for approval. Approvers may also check their approval queues at any time. The first approval step is the Org Approver.
- Select **Order Services** from the main ESD window or by clicking the **Order Services** icon.

The screenshot shows the ESD Enterprise Service Desk interface. The top navigation bar includes the NASA logo, the ESD logo, and the text 'Enterprise Service Desk'. On the right, there is contact information: 'ESD Contact Information', 'Phone: 1-877-677-2123', and 'Email: nasa-esd@mail.nasa.gov'. Below the navigation bar, there are social media icons for Facebook, Twitter, YouTube, and LinkedIn, followed by a search bar and a 'Search' button. The main content area is divided into several sections. On the left, there is a vertical navigation menu with links for 'Home', 'Self-Help Search', 'My Tickets', 'Order Services' (highlighted with a red box), 'My Notifications', 'ESD Metrics', and 'CI Audits'. Below the menu is a 'Tweets' section. The main content area is divided into three columns: 'Desktop', 'Application', and 'Network'. Each column has a list of categories and their counts. The 'Application' column has a red box around the 'Order Services' link and a tutorial icon. The 'Network' column has a list of categories and counts. The 'My Tickets' section shows two yellow and green ticket icons. The 'My Notifications' section shows a megaphone icon. The bottom of the page has links for 'Password Resets', 'Web', and 'User Guide'.



## Org Approver Process (cont.)

Welcome: Paul Rydeen

Type filter text

Self-Service

- Homepage
- Knowledge

NSSC OCIO Work

Initiatives

- All Projects / All

Portfolios

- My CVT Validation
- Approvals
  - My CVT Validation
  - Approval History
    - My IT Approvals
    - My IT Approval History
    - My Org Approvals**
    - My Org Approval
  - History
    - My Resource
    - Approvals
      - My Resource Approval
      - History

- A new tab or window will open, depending on your browser settings.
- Any services in the Org Approver's pending approval queue will appear in the **My Org Approvals** folder at the left of the page.
- Click the link to see the list view of your pending approvals.



## Org Approver Process (cont.)

- The **Org Approver** will then select an applicable request to take action by clicking on the Task number or the blue info box next to the task number. You may also click any of the other links shown to see additional information about the request.
- Note: The system email you receive advising you of this approval will reference the RITM number rather than the Task. **The RITM is always the primary number for referencing any request.**

Welcome: Paul Rydeen

Self-Service

- ★ Homepage
- ★ Knowledge
- ★ NSSC OCIO Work Initiatives
- ★ All Projects / All Portfolios
- ★ My CVT Validation Approvals
- ★ My CVT Validation Approval History
- ★ My IT Approvals
- ★ My IT Approval History
- ★ My Org Approvals
- ★ My Org Approval History
- ★ My Resource Approvals
- ★ My Resource Approval History

Catalog Tasks

Go to Request item

Number Request item Priority Stage Short description Assignment group

<input type="checkbox"/>		<a href="#">TASK0021296</a>	<a href="#">RITM0090171</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021275</a>	<a href="#">RITM0090166</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021241</a>	<a href="#">RITM0090153</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021234</a>	<a href="#">RITM0090150</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021233</a>	<a href="#">RITM0090149</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021221</a>	<a href="#">RITM0090141</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021218</a>	<a href="#">RITM0090139</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021216</a>	<a href="#">RITM0090137</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>
<input type="checkbox"/>		<a href="#">TASK0021211</a>	<a href="#">RITM0090135</a>	4 - Low	Open	Org Approval Needed	<a href="#">NSSC NSSC</a>



## Org Approver Process (cont.)

- The **Task** is displayed. Review the task details, then scroll down to select the IT and/or Resource Approver queues (as needed).

The screenshot displays the NASA Enterprise Service Desk interface. At the top, it says 'Welcome: Paul Rydeen' and '\*\*\*NSSC TEST INSTANCE\*\*\*'. The main content area shows details for a 'Catalog Task - TASK0021296'. The task details include:

- Number:** TASK0021296
- Assigned to:** [Redacted]
- Assignment group:** NSSC NSSC
- Name:** Black & White Floor MFD (Multi-Functional Device) Bundle
- Price:** \$0.00
- Recurring Price:** \$358.83
- Short description:** Org Approval Needed
- Approval:** Not Yet Requested
- Priority:** 4 - Low
- Stage:** Open
- Request item:** RITM0090171
- Requested for:** Caridae Pittman

The **Description** section contains the following text: 'Please review the requested item, select the appropriate IT and Resource Center Approval groups and approve. If rejecting use the 'Additional Information' field to provide details as to why.'

There is an **Additional comments** field with a red 'x' icon, which is currently empty.

On the left side, there is a navigation menu with options like 'Self-Service', 'Initiatives', and 'Portfolios'. The top right has 'Update', 'Approve', and 'Reject' buttons.



## Org Approver Process (cont.)

- Select the IT and/ or Resource Approvers where shown, then click **Update** to save changes without submitting, **Approve** to advance the request to the next approver, or **Reject** to send the request back to the requestor.

The screenshot displays the NASA Enterprise Service Desk (ESD) interface for a user named Paul Rydeen. The page title is "Catalog Task - TASK0021296". The interface includes a left-hand navigation pane with sections for "Self-Service", "Initiatives", "Portfolios", "Approvals", and "History". The main content area shows a form with several questions and input fields:

- "Is an active network connection present?" with the answer "I Don't Know".
- "Is there an existing static IP address?" with the answer "No".
- "Is this printer being installed at one of these centers? (ARC, AFRC, GRC, HQ, JSC, LARC, NSSC, WSTF)" with the answer "No".
- "Is phone number needed?" with the answer "No, I don't need one".
- "IT Approver" and "Center Resource Approver" fields, both with search icons.
- "Additional Comments / Business Justification" field with the text "Test".
- "History" section showing activity from 2015-04-28 14:39:41 by Caridae Pittman, with details: "Impact: 3 - Low", "Opened by: Caridae Pittman", and "Priority: 4 - Low".

At the top right of the form, there are buttons for "Update", "Approve", and "Reject". Three blue arrows point to the "IT Approver", "Center Resource Approver", and "Additional Comments / Business Justification" fields.



## IT Approver Process

- The second approval step is often the IT Approver. IT Approvers have a slightly different view. Select "Requested" or the blue info box next to requested to see your approval for the requested item. Select other fields to view other details, as needed.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Self-Service

- Homepage
- Knowledge
- NSSC OCIO Work Initiatives
- All Projects / All Portfolios
- My CVT Validation Approvals
- My CVT Validation Approval History
- My IT Approvals**
- My IT Approval History
- My Org Approvals
- My Org Approval History
- My Resource Approvals
- My Resource Approval History

Approvals

All > Approver = Paul Rydeen > Workflow activity Name contains IT Approval > State = Requested

State	Approval for	Short description	Notes	Requested For	Approver
Requested	RITM0085592	Wintel Desktop		Timothy Lamas	Paul Rydeen
Requested	RITM0085770	Apple Desktop Standard or Modifiable Sea		Robert Kadlubar Jr	Paul Rydeen
Requested	RITM0086486	Apple Desktop Standard or Modifiable Sea		CHARLENE THAMES	Paul Rydeen
Requested	RITM0086492				Paul Rydeen
Requested	RITM0086493				Paul Rydeen
Requested	RITM0086553				Paul Rydeen
Requested	RITM0086554				Paul Rydeen
Requested	RITM0086676				Paul Rydeen
Requested	RITM0086934				Paul Rydeen
Requested	RITM0086942				Paul Rydeen



## IT Approver Process (cont.)

- IT Approvers will review and approve or reject as needed.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Approval - RITM0085592

Approval Type: IT Approval

Approving: Requested Item: RITM0085592

Approver: Paul Rydeen

State: Requested

Notes:

Requested For: Timothy Lamas

Summary of Item being approved:

Description	Price	Recurring Price	Quantity	Total
Wintel Desktop	\$559.30	\$72.26	1	\$559.30

Comments

Activity >>

2015-03-13 16:09:35 CHARLENE THAMES - Changed: Approver, State

Approver: Paul Rydeen

State: Requested

Approve Reject



## Resource Approver Process

- The third and final step is the Resource Approver. Resource Approvers are similar to Org Approvals. Select the desired **Task** to review and approve.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

**Self-Service**

- ★ Homepage
- ★ Knowledge

---

- ★ NSSC OCIO Work Initiatives
- ★ All Projects / All Portfolios

---

- ★ My CVT Validation Approvals
- ★ My CVT Validation Approval History
- ★ My IT Approvals
- ★ My IT Approval History
- ★ My Org Approvals
- ★ My Org Approval History
- ★ My Resource Approvals
- ★ My Resource Approval History

Catalog Tasks Go to Request item

► All > Assignment groups (IT Approval Group, Resource Approval Group, SME NSSC, Project User, I3PBO, NSSC XD050, SCRUM F XF030, Org Approval Group, NSSC NSSC, Testing, Cost Centers, Entitlement, Approval Groups, ITPMB View, Center Validator Approv: NSSC, NSSC XD030, Resource NSSC, Project Manager) > Short description contains Cost Center Needed > Stage IN (Pending, Work in

	Number	Request item	Priority	Stage	Short description	Assignment group
<input type="checkbox"/>	<a href="#">TASK0021231</a>	<a href="#">RITM0090142</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0021180</a>	<a href="#">RITM0090117</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0021177</a>	<a href="#">RITM0090115</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0021163</a>	<a href="#">RITM0090107</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0021173</a>	<a href="#">RITM0090072</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0021070</a>	<a href="#">RITM0090062</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0020604</a>	<a href="#">RITM0089892</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0020593</a>	<a href="#">RITM0089886</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>
<input type="checkbox"/>	<a href="#">TASK0020445</a>	<a href="#">RITM0089836</a>	4 - Low	Open	Cost Center Needed	<a href="#">Resource NSSC</a>



## Resource Approver Process (cont.)

- Scroll down to add the cost center, then review and approve / update / reject as desired.
  - **Update** = save changes and return to the list view
  - **Approve** = save changes and dispatch request to vendor for fulfilment
  - **Reject** = save changes and return request to user (must add reason for rejecting)
- After clicking **Submit**, system will provide a popup indicating whether funds are available.
- Note: Request may proceed to approval regardless of whether funds are available.

RELEASED -- Printed documents may be obsolete; validate prior to use.



## All Approvers

- Add comments to the “Additional comments” field at any time during the approval process. These comments will be displayed to the user and all approvers viewing the order at any stage in the workflow.

The screenshot displays the ESD Enterprise Service Desk interface for a 'Requested Item - RITM0020008'. The interface includes a top navigation bar with a back arrow, a menu icon, the title 'Requested Item - RITM0020008', and an 'Update' button. Below the navigation bar, the 'Additional comments' field is highlighted with a red box. The field is currently empty and has a small 'ABC' icon next to it. Below the comments field, there is a 'Variables' section with several expandable panels: 'Business Justification', 'Type of Request', 'Request Details', 'Order Information', 'Requested On Behalf Of' (with 'Paul Rydeen' entered), and another 'Order Information' panel.



## All Approvers

- Attachments may be added to any request by clicking the paper clip or dragging and dropping the attachment anywhere on the request form. NOTE: IE does not support “drag and drop”.
- Attachments added during the approval process will be visible to the user, all approvers, and the vendor(s)

The screenshot displays the ESD Enterprise Service Desk interface. On the left is a navigation menu with categories like 'Self-Service', 'All Bookmarks', and 'CLIN'. The main content area shows a request form with sections for 'Order Information', 'Organizational Approver', 'Request Details', and 'Business Justification'. An 'Attachments' dialog box is open in the foreground, featuring a 'Choose a file to attach:' section with a 'Browse...' button and an 'Attach' button, and a 'Current file attachments:' section showing 'None'. A red box highlights a paperclip icon in the top right corner of the request form, with a blue arrow pointing to it from the text 'Click to attach'. A dashed blue arrow points from a folder icon at the bottom left to a PPT file icon on the request form, with the text 'Drag and drop attachments (Firefox, Safari, and Chrome)' below it.



*Drag and drop attachments  
(Firefox, Safari, and Chrome)*



## All Approvers

- Users may personalize the list view by clicking on the gear and selecting / deselecting columns to display, as well as reordering

► All > Request Requested for = Paul Rydeen .or. Request Opened by = Paul Rydeen > Active

	≡ Number ▲	≡ Created	≡ Catalog	≡ Item
<input type="checkbox"/>	 <a href="#">RITM0080860</a>	2014-11-14 20:28:44		<a href="#">Smartphone Seat</a>
<input type="checkbox"/>	 <a href="#">RITM0085620</a>	2015-01-23 09:51:20		<a href="#">Wintel Desktop</a>
<input type="checkbox"/>	 <a href="#">RITM0085685</a>	2015-01-27 13:11:34		<a href="#">FOIA Requests</a>
<input type="checkbox"/>	 <a href="#">RITM0085834</a>	2015-01-29 13:47:32		<a href="#">Wintel Laptop</a>
<input type="checkbox"/>	 <a href="#">RITM0086429</a>	2015-02-03 09:10:33		<a href="#">NSSC IT Waiver Requ</a>
<input type="checkbox"/>	 <a href="#">RITM0086475</a>	2015-02-03 10:11:10		<a href="#">NSSC IT Waiver Requ</a>

*Click the gear to see display options for personalizing your list view.*



## All Approvers

- Save personalized list views by dragging the “bread crumbs” to “the Edge”. In the example I removed the default “Active = true” filter from the bread crumbs.
- Be sure to click on the far right of the bread crumbs to drag to the Edge or you will exclude any search terms to the right of where you click.

The screenshot shows the ESD Enterprise Service Desk interface. At the top, there is a NASA logo and the text "\*\*\*NSSC TEST INSTANCE\*\*\*". Below that, a welcome message says "Welcome: Paul Rydeen". The main content area is titled "Requested Items" and contains a breadcrumb trail: "All > Request Requested for = Paul Rydeen .or. Request Opened by = Paul Rydeen". A red box highlights this breadcrumb trail. Below the breadcrumb trail is a table of requested items with columns for Number, Created, Catalog, Item, and Approval. A dashed blue arrow points from the "Requested Item: All > Request Requested for" breadcrumb in the left sidebar to the breadcrumb trail in the main content area.

Number	Created	Catalog	Item	Approval
<a href="#">RITM0087091</a>	2015-02-19 13:20:01		<a href="#">Additional VTS Participants Request</a>	Requested
<a href="#">RITM0088176</a>	2015-04-29 07:32:25		<a href="#">Apple Desktop</a>	Requested
<a href="#">RITM0085597</a>	2015-01-22 12:28:24		<a href="#">Apple Desktop</a>	Requested
<a href="#">RITM0085686</a>	2015-01-27 13:12:58		<a href="#">Apple Desktop</a>	Requested
<a href="#">RITM0090205</a>	2015-04-30 13:47:10		<a href="#">Apple Laptop</a>	Requested
<a href="#">RITM0088136</a>	2015-03-05 15:28:40		<a href="#">Apple Lightweight Laptop</a>	Requested
<a href="#">RITM0088138</a>	2015-03-05 15:49:09		<a href="#">Apple Lightweight Laptop</a>	Requested

This gray area is



## Purchase Card Orders: “Pay with P-Card?”

- The Customer and Org Approver have the option to select “**Pay with P-Card?**” if the service is eligible for this option. If selected by the customer or the Org Approver, the order is routed to the P-Card Holder selected by the Org Approver instead of the resource approver.
- At the Org Approval step, the Org Approver will be able to select the P-Card holder when the Pay with P-card option has Yes selected.

The screenshot shows a web interface with the following elements:

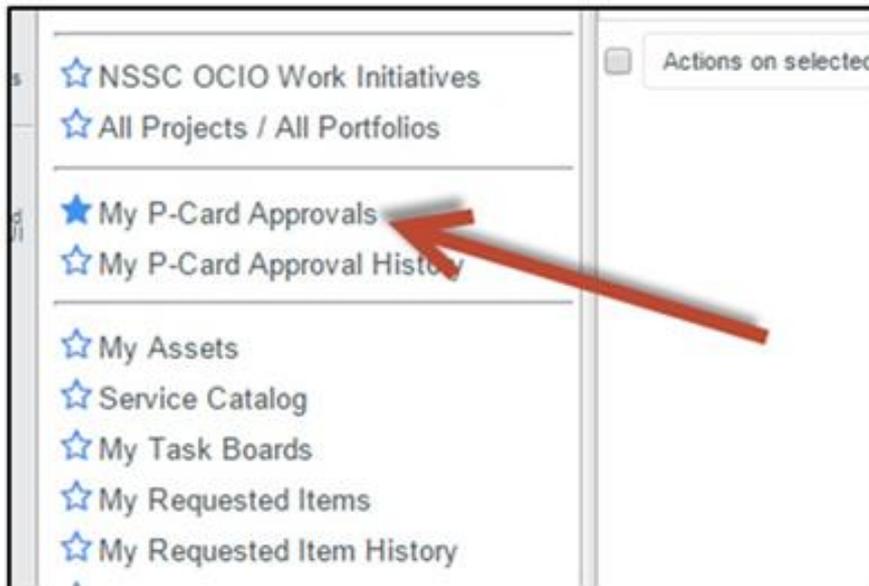
- A dropdown menu labeled "Pay With P-card?" with "Yes" selected.
- A field labeled "P-Card Holder" with a search icon (magnifying glass) to its right. A red arrow points to this search icon.
- A section labeled "APC Order Summary" at the bottom.

- If the Pay with P-Card option is set to No, the Org Approver will need to select a Resource Approver instead (see Org Approver instructions above for selecting Resource Approver). Org Approvers may also change this field from No to Yes or vice versa, as needed. The P-Card approver will receive an email notification that



## Purchase Card Orders (cont.)

- The P-Card Approver will need to click the My P-Card Approvals link to view pending approvals.



- Also note that previous approvals are available by selecting My P-Card Approval History.



## Purchase Card Orders (cont.)

- Upon selection of “My P-Card Approvals” you will see a list of request awaiting your approval. Clicking the Approve button will open the P-Card Information window.
- The P-Card holder will provide the P-Card information and click OK.

The screenshot shows a dialog box titled "Dialog" with a close button in the top right corner. The dialog contains the following fields and text:

- \* Request RITM0090377
- \* Price(\$) 54.3
- \* First Name
- \* Last Name
- \* Exp. Month
- \* Exp. Year
- \* Card Number
- \* Security/CVV
- \* Billing Zip
- \* Comments Authorization for RITM0090377

At the bottom right of the dialog are two buttons: "OK" and "Cancel".



## Purchase Card Orders (cont.)

- Once the appropriate information is entered the P-Card Holder will need to click the OK button. This will produce a message stating the charge is either declined or accepted and if accepted will show a confirmation number.





## Viewing completed approvals (All Approvers)

- Org Approvers, IT Approvers, Resource Approvers, and P-Card Holders may view completed approvals by clicking **My XX Approval History** in the navigation pane.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Self-Service

- Homepage
- Knowledge
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- All Projects / All Portfolios
- My CVT Validation
- Approvals
- My CVT Validation Approval
- History
- My IT Approvals
- My IT Approval History**
- My Org Approvals
- My Org Approval History**
- My Resource Approvals
- My Resource Approval**

Approvals Go to Approval for [ ]

All > Approver = Paul Rydeen > Workflow activity Name contains IT Approval > State = Requested

State	Approval for	Short description	Notes	Requested For
Requested	RITM0090633	Apple Desktop Standard or Modifiable Seat		Jo Scott
Requested	RITM0090592	Smartphone Seat		Kimberly Pierson
Requested	RITM0090552	Apple Desktop Standard or Modifiable Seat		Christopher Johnson
Requested	RITM0090551	Wintel CAD Engineering Workstation (M-Seat)		Christopher Johnson
Requested	RITM0090541	Apple Desktop Standard or Modifiable Seat		Keyairius Hopkins
Requested	RITM0090175	NSSC IT Waiver Request Service		REMBERTO VALENZUELA
Requested	RITM0090138	Request a high capacity color printer wi...		Gavin Ladner Jr
Requested	RITM0090122	Apple Desktop Standard or Modifiable Seat		Timothy Lamas

Note: P-Card Holder history not shown



## New Feature: Tech Refresh / Early Tech Refresh

- Beginning June 1, 2015, users may now use the ESRS to request Technology Refreshes for ACES seats.
- **Early Tech Refresh (ETR)** may be requested when a user wants to replace an active ACES seat with another type of equipment (*e.g.*, Wintel to Mac, or iPhone 5 to iPhone 6).
- **Tech Refresh (TR)** is used when a user is in their refresh cycle and wishes to request a different type of equipment. This is sometimes referred to as a “Like for Unlike” refresh.
- ACES will continue to notify users when their refresh cycle begins. These can occur from two to four years apart, depending on the type of ACES seat you have. No notice is needed to begin an ETR.
- Details for ETR and TR are shown in the “Order Services for End Users” course.



## Changes to Services in the Catalog

- As a part of this upgrade we were able to take advantage of new capabilities in ServiceNow to make searching and requesting services easier for the customer.
- A number of services that were previously offered as stand-alone items have been combined to facilitate browsing.
- For **ACES**, users will note changes to “S” and “M” seats. These were previously offered as separate services but now the “S” or “M” options are selected while ordering the type of equipment. Users only need to browse to Wintel Laptop, for example, and select all relevant options in one place. The same is true for mobile seats.
- For **NICS**, users will note changes to LAN Connection Services. A number of options have been combined into a single service, with radio buttons to select the desired service.
- **My Services** is the new category replacing **Service & Configuration Modifications**. ACES users can use this category to change device configurations, de-subscribe from ACES seats, and defer scheduled refreshes. Note that these services use the **Show My Services** capabilities to display your eligible ACES assets, as do the Tech Refresh and Early Tech Refresh services.



## Service Validation and Satisfaction Surveys

- ESD users have always received an e-mail asking them to verify receipt of the services that were ordered and to participate in a satisfaction survey. This feature was enhanced effective 11/24/14 so users may expect to see some changes when they order services.
- Users have six calendar days to respond to the validation request once the e-mail is received. Your response is critical to success of the program. Failure to do so will result in an exception during reconciliation of the ACES invoice.
- If users fail to respond, the system will send an escalation notice to the approvers within the Org Approval queue that was selected on the original order.
- Org Approvers will be asked to validate receipt of the services ordered.
- Org Approvers are expected to work with end users to validate receipt of services ordered. Org Approvers will also be advising end users to ensure a response to ESD surveys within the required time so escalation is not required.
- If an Org Approver does not validate receipt within six calendar days of escalation, the system will send an escalation notice to the Center Final Validators (CFVs) at your Center. The CFVs will work the issue to closure.



- Four training presentations have been prepared to assist users with this tool:
  - [Running and Modifying Reports](#)
  - [Validating and Rejecting Orders \(Org Approvers & Center Final Validators\)](#)
  - [Making Cost Center Changes \(RAs\)](#)
  - [Org Approver Training](#)
- A sample validation email is included on the next slide.



## Sample Email

The following revision has been made to the email that end users will receive:

### Ordered for Self to Customer – Completed Email

Subject: ACTION REQUIRED: Service Delivery Validation for Service Request <RITM#> for <Detailed Description> is now required.

Body: All users are encouraged to validate their services. HOWEVER, USERS RECEIVING ACES SERVICES ARE REQUIRED TO VALIDATE DELIVERY OF A REQUESTED SERVICE WITHIN SIX DAYS.

The following information is in reference to Service Request <RITM#>.

Service Request <RITM#> for <Detailed Description>  
<Insert APC details here> has been completed.

Comments/Business Justification:

<\$Comments\_Business Justification Entry 1\$> <date>  
<\$Comments\_Business Justification Entry 2\$ (if exists)> <date>  
<\$Comments\_Business Justification Entry 3\$ (if exists)> <date>

We are dedicated to providing you with accurate and timely delivery of services. Please take a moment to let us know if we have completed delivery of your Service Request to your satisfaction at <survey link>. You may also view the details of your Service Request at <https://esd.nasa.gov> by selecting Order Services Self-Service, Requested Items. . Please note the survey will time out after 30 minutes of inactivity. Also, this survey will expire after six days.

If your service was NOT delivered in a complete and accurate manner you can respond 'No' to the first question on the survey; we will open a ticket on your behalf to have the matter resolved.

If you have any questions or need assistance, please visit the NASA Enterprise Service Desk (ESD) online at <https://esd.nasa.gov> or call 877-677-2123 to speak with an ESD agent. Please reference Service Request #RITM# when calling or include it in your online incident ticket.



## Misc. Tips and Tricks

- This section contains a short collection of “Tips and Tricks” that should be useful for approvers in the ESRS. You may skip past this section to the end of the course if desired.
- Contents:
  - View open approval Task (Org and Resource Approvers only)
  - View closed approval Task (Org and Resource Approvers only)
  - View assigned Catalog Tasks for approval (Org and Resource Approvers only)
  - View the assigned approval actions (IT Approvers only)
  - View the selected cost center



## • View open approval Task (Org and Resource Approvers only)

\*\*\*NSSC DEV INSTANCE\*\*\*

Impersonating: JENNIFER GREER

Logout

Catalog Task - TASK0013035

Number: TASK0013035

Assigned to: [Empty]

Assignment group: Resource NSSC

Name: Apple Desktop

Price: \$0.00

Recurring Price: \$107.69

Short description: Cost Center Needed

Priority: 4 - Low

State: Open

Request item: RITM0059688

Requested for: JENNIFER GREER

Description: Please review the requested item, select the appropriate Cost Center and approve. If rejecting use the 'Additional comments' field to provide details as to why.

Additional comments

Customer | Contact | Requested Item Details | History

Customer

Requested for	JENNIFER GREER	Location	NASA Shared Services Center
UUPIC	625802734	LDAP Building	1111
Business phone	228.813.6214	LDAP Room	173G
Email	jennifer.l.greer@nasa.gov	LDAP Employee Status	Active
NASA Org Code	XD020		

Reject



## • View closed approval Task (Org and Resource Approvers only)

\*\*\*NSSC DEV INSTANCE\*\*\*

Impersonating: JENNIFER GREER

Logout

Catalog Task - TASK0013032

Number: TASK0013032

Assigned to: [Empty]

Assignment group: NSSC NSSC

Name: Apple Desktop

Price: \$0.00

Recurring Price: \$107.69

Short description: Org Approval Needed

Priority: 4 - Low

State: Closed Complete

Request item: RITM0059688

Requested for: JENNIFER GREER

Description

Please review the requested item, select the appropriate IT and Resource Center Approval groups and approve.  
If rejecting use the 'Additional comments' field to provide details as to why.

Additional comments

Customer | Contact | Requested Item Details | History

Customer

Requested for	JENNIFER GREER	Location	NASA Shared Services Center
UUPIC	625802734	LDAP Building	1111
Business phone	228.813.6214	LDAP Room	173G
Email	jennifer.j.greer@nasa.gov	LDAP Employee Status	Active
NASA Org Code	XD020		



- **View assigned Catalog Tasks for approval (Org and Resource Approvers only) – note the list of assigned “approval queues”**

\*\*\*NSSC TEST INSTANCE\*\*\*

personating: SUSAN LEMON

Type filter text

Self-Service

- Homepage
- Knowledge
- NSSC OCIO Work Initiatives
- All Projects / All Portfolios
- My CVT Validation Approvals
- My CVT Validation Approval History
- My IT Approvals
- My IT Approval History
- My Org Approvals
- My Org Approval History
- My Resource Approvals
- My Resource Approval History
- My Assets

Catalog Tasks Go to Request

► All > Assignment group is (IT Approval Group, Resource Approval Group, LARC D213A, LARC D210, LARC D213C, LARC D212, LARC D212B, NASA Entitlement, LARC Entitlement, LARC C105, LARC D105, IT MSFC, LARC D5, LARC E103, LARC E116, LARC C201, LARC D108, LARC D502, LARC E106, LARC E1A, LARC C203, LARC D201, LARC E404, LARC LARC H1, IT GRC, MSFC IS01, LARC D207, LARC D2A, LARC E402, LARC E506, LARC D301, Resource MSFC, LARC B1, LARC D313, LARC D322, LARC A1, LARC B102, LARC D3 A5, LARC D309, LARC D320, LARC B401, LARC B603, LARC D329, LARC D401C, LARC D406, LARC B403, LARC B701, LARC D330, LARC D402A, LARC B104, LARC B405, LARC D328A, LARC D401A, LARC D404, LARC D212A, GRC VM00, LARC D213, LARC D213B, Approval Groups, LARC D211, Center Validator Approval Group, LARC D501, LARC E105, L LARC C4, LARC D202, LARC E1, LARC E111, LARC C104, LARC D104, LARC D409, LARC E102, LARC E113, LARC C2, LARC D107, LARC E401, LARC E505, LARC XA, LARC D2 LARC E304, LARC E503, LARC E607, LARC D206, LARC D214, LARC A4, LARC D308, LARC D319, LARC AH, LARC D312, LARC D321, LARC A, LARC B101, LARC D304, LARC D LARC D328, LARC D401, LARC D403, LARC B4, LARC B602, LARC D328B, LARC D401B, LARC D405, LARC B402, LARC B7, LARC D329A, LARC D402, LARC D407, LARC B404, Work in Progress, Open)

Number	Request item	Request	Priority	Stage	Short description	Assignment group
TASK0020681	RITM0089934	REQ0089882	4 - Low	Open	Org Approval Needed	MSFC IS50
TASK0020683	RITM0089935	REQ0089883	4 - Low	Open	Org Approval Needed	MSFC IS50
TASK0020685	RITM0089936	REQ0089884	4 - Low	Open	Org Approval Needed	MSFC IS50
TASK0020691	RITM0089937	REQ0089885	4 - Low	Open	Org Approval Needed	MSFC IS50
TASK0020797	RITM0089960	REQ0089908	4 - Low	Open	Org Approval Needed	MSFC IS50

Actions on selected rows...



- **View the assigned approval actions (IT Approvers only)**
- Click the blue “Info” icon or the word “Requested” in the State column to go the approval action.
- Clicking other fields will display additional information about the request.

The screenshot shows the ESD Enterprise Service Desk interface. At the top, there is a NASA logo and the text "\*\*\*NSSC TEST INSTANCE\*\*\*". Below this, a welcome message for Paul Rydeen is displayed. The main content area shows a list of approval requests. The table has columns for State, Approval for, Short description, Notes, Requested For, Approver, Created, and Approval C. The requests are filtered by State = Requested and Approval for = Paul Rydeen. The table contains 6 rows of data.

State	Approval for	Short description	Notes	Requested For	Approver	Created	Approval C
Requested	RITM0090633	Apple Desktop Standard or Modifiable Seat		Jo Scott	Paul Rydeen	2015-05-08 10:17:46	approval
Requested	RITM0090592	Smartphone Seat		Kimberly Pierson	Paul Rydeen	2015-05-07 14:11:44	approval
Requested	RITM0090552	Apple Desktop Standard or Modifiable Seat		Christopher Johnson	Paul Rydeen	2015-05-06 14:41:17	approval
Requested	RITM0090551	Wintel CAD Engineering Workstation (M-Seat)		Christopher Johnson	Paul Rydeen	2015-05-06 14:10:27	approval
Requested	RITM0090541	Apple Desktop Standard or Modifiable Seat		Keyairius Hopkins	Paul Rydeen	2015-05-06 12:32:50	approval
Requested	RITM0090175	NSSC IT Waiver Request Service		REMBERTO VALENZUELA	Paul Rydeen	2015-04-28 15:37:50	approval

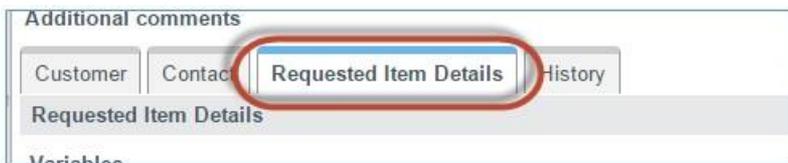


- **View the selected cost center**

Click the My Requested Items or My Requested Item History link to view the list of requests, then search for the RITM and open it. Scroll to the bottom and find the Catalog Tasks. Click the TASK link next to Resource NSSC:

Number	Assignment group	Assigned to	Short description	State	Work
TASK0021101	NSSC NSSC		Org Approval Needed	Closed Complete	
<b>TASK0021102</b>	Resource NSSC		Cost Center Needed	Closed Complete	
TASK0021103	ACES Order Fulfillment		Please provision a new device	Closed Complete	

When the TASK opens, click the Requested Item Details tab:



The Cost Center is listed under the Order Information.





## • Partial Glossary

Old Term/Name	NewTerm/Name	Description
Service Request (i.e. REQ0000854883)	Request Item (RITM) (i.e. RITM00000067890)	This includes all work initiated in the ESRS (ServiceNow) catalog
Work Order (i.e. WO0000000012345)	Task (i.e. TASK0021337)	This includes all approved work that is dispatched for action/fulfillment. (Note: ACES invoices will be using RITMs to replace WO's, not Tasks.)
N/A	Request (REQ) (i.e. REQ0090131)	Higher level number for grouping Request Items
ACES Service Request	No Change	This is the record HP creates within their system (Service Manager) to fulfill a Request. We record this number in our Task.
Seat	Seat	No Change
Asset (CMDB)	Fulfillment Data (Service Instance)	This is ServiceNow's title for one or more related Assets which includes a Base CLIN, sub CLINS and is related to subsequent Request(s) that affect the Fulfillment / Service Instance / Asset
Service (In ESRS)	Catalog Item	This is an end user offering within the ESRS
N/A	Tech Refresh (TR)	Tech Refresh allows users to select a like for like or a like for unlike asset that is eligible for refresh.
N/A	Early Tech Refresh (ETR)	Early Tech Refresh allows users to select a like for like or a like for unlike asset that is not eligible for refresh.
N/A	Asset Transition Value (ATV)	One time cost of Early Tech Refresh.



## Additional Learning Resources

- For misc. tips and tricks to help navigate ServiceNow, as well as general usability training, please see the “Order Services for End Users” course in SATERN.
- The ServiceNow wiki page has a wealth of information, training materials, and videos: *wiki.servicenow.com*.
- ESD Tier 0 also has copies of this training presentation and other knowledge base items: *esd.nasa.gov*.



# ESD

Enterprise Service Desk

*NASA Shared Services Center*

## **CONGRATULATIONS!**

You have completed the Enterprise Service Desk (ESD) “Order Services for Approvers” Course. Please close this window and you will be returned to this course's Content Structure page in SATERN.



# ESD Enterprise Service Desk

NASA Shared Services Center

